



Manager, Ticketing & Audience Development

Reporting to the Director, Brand and Audience Development, this position presents an exciting and challenging opportunity to bring the arts to life for everyone by focusing on Arts Commons' audience development strategy.

You are someone who has sound knowledge of industry trends and statistics to provide insights to support marketing strategies. You are a motivating team leader that develops, monitors, and coordinates the activities of the Box Office team to maximize ticket sales and ensure the highest level of customer service.

You harness these qualities to acquire new customers and subscribers, as well as retain existing ones, ensuring Arts Commons' continued success in a vision of a creative and compassionate society inspired through the arts.

At a glance

Employment:	Permanent
Hours:	FT (40 hrs)
Start Date:	ASAP
Salary:	\$60,000 - \$75,000
Location:	Calgary (in-office)

Join us today and see for yourself some of the many reasons why we were voted as one of Alberta's Top Employers for 2020!

To apply, send your resume and cover letter to:

employment@artscommons.ca

Who we are:

Under new leadership, Arts Commons is embarking on a new path to support the Arts Commons ecosystem inclusive of artists, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open, and inclusive gathering space in a central location.

We are:

Stewards of an arts ecosystem

- Our mandate is to provide and care for our assets

An Arts Presenter

- Our mandate is to produce and present multiple series, presentations and education programs annually

A Facilitator

- Our mandate is to ensure optimal access and utilization of our assets, by ourselves, our Resident Companies and the community at large

What we offer:

On top of the everyday excitement and buzz around being able to work the unique environment of one of Canada's top performing arts facilities, Arts Commons offers a competitive salary and a wide range of benefits:

- A collaborative, engaging and values driven work environment
- Salary in the range of \$60,000 - \$75,000
- A comprehensive health and dental benefits package, with RSP matching and access to an Employee & Family Assistance Program (EFAP).
- A positive working culture, keeping employee health and wellness a priority with generous paid time off policies and an annual lifestyle allowance.
- Staff celebrations, ticket draws, discounted early access to ticket sales, and so much more!

What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts.

Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

What you will get to do here:

Every day you are immersed into a creative and inspiring environment, from the moment you pass by a cultural gathering on Olympic Plaza, to handing out tickets to excited patrons attending their first show in our renowned Jack Singer Concert Hall, and all the interactions in between.

As the Manager, Ticketing and Audience Development, you play a critical role in ensuring the Arts Commons Box Office operates efficiently and effectively providing the highest level of customer services not only for our patrons, but also for our consortium members, clients and community partners.

Strategic Goals:

Grow Arts Commons' audience through ticket sales and retention of existing subscribers, while attracting and initiating subscriptions with new audiences to maximize revenues and expand the reach of the arts to a variety of communities.

Where you fit within our ecosystem:

The Manager, Ticketing and Audience Development reports to the Director, Brand & Audience Development, manages the ticketing & box office team; working closely with the Marketing team to effectively promote Arts Commons shows, drive ticket sales, and to provide the best in customer service. This position works closely with the Programming, Development, Event Services and

Finance teams, as well as external stakeholders and Resident Companies to create event builds in Tessitura.

You will be a great fit if you...

- Thrive when creating relationships, exploring opportunities and collaborating with internal teams, resident companies and external clients and patrons
- Are goal driven with the ability to adapt to change and new opportunities
- Share Arts Commons' commitment to living our values
- A strong team leader with proven ability to manage a team of full and part-time staff
- Have a minimum of 5 years' experience in Audience Development and the management of Box Office operations.
- Have proficiency with Tessitura or other ticketing platform
- Ability to respond quickly and calmly under pressure to apply problem-solving skills
- Good working knowledge of budgets, forecasting

If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:

Human Resources
Arts Commons
205 - 8th Ave SE Calgary, Alberta T2G 0K9
Email: employment@artscommons.ca

*Please state the position you are applying for. No phone calls please.
We thank all interested applicants in advance, but will only be contacting those selected for an interview.*

If you have any specific questions to ask in relation to the role, please feel free to send them to the email address above or include them in your application, and a member of our team will do our best to respond to you in a timely manner.

Commitment to Inclusion, Diversity, Equity & Accessibility (IDEA)

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process. To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

It is the unique contributions of all our people at Arts Commons that drives our success. To that end, we are committed to providing an environment free of harassment and discrimination for everyone, and we will continue to work to ensure that our teams reflect the diversity of the communities we serve.